

Assessment of state services quality and availability in the socio-cultural sphere

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Abstract

© 2016, Econjournals. All rights reserved. The relevance of the presented research is caused by distribution of independent tools to assess public administration of the socio-cultural sphere by public nongovernmental organizations and scientific institutes. The objective of the paper is to develop a technique to assess quality and availability of state services in the socio-cultural sphere as components of public administration. An institutional approach has become a leading one; it allows to consider state services quality and availability assessment in the socio-cultural sphere as a complex indicator of the content quality of a resulting effect and quality of services obtained; it is also connected with the comfort of service rendering and their availability for consumers. The elaborated technique of state services quality and availability assessment in the socio-cultural sphere includes the following criteria: The level of state services quality; the level of state services availability; the level of trust that consumers have in service providers. The technique is directed to identify effective measures to provide consumers with available and high-quality state services in the socio-cultural sphere rendered by state bodies and their departments according to the results of a calendar year.

Keywords

Evaluation of public administration, Level of state services availability, Level of state services quality, Socio-cultural sphere, Trust of consumers in service providers